



Community Health Worker (CHW) Certification Application for Experienced CHWs

Office of Population Health Improvement, CHW Certification Program Team
Kimberly Hiner and Tina Backe

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Certification Application for Experienced CHWs

Certification Introduction

About CHW Certification in Maryland

- [2018 Community Health Worker Act](#) (Health-General §§ 13-3701 - 3709)
 - State Community Health Worker Advisory Committee
 - Certification of community health workers (CHW)
 - Accreditation of community health worker training programs
- Certification for experienced CHWs in Maryland (formerly known as grandparenting)
 - Application period: September 1, 2019 - March 31, 2020
- Certification is voluntary and free of charge

Community Health Worker - definition

A **Community Health Worker (CHW)** is a **frontline public health worker** who is a **trusted member** of, or has an **unusually close understanding of the community served**.

This trusting relationship enables a CHW to serve as a **liaison to, link to, or intermediary between health and social services and the community** to facilitate access to services and improve the quality and cultural competence of service delivery.

A CHW also **builds individual and community capacity** by increasing health knowledge and self-sufficiency through a range of activities such as outreach, community education, the provision of information to support individuals in the community, social support, and advocacy.

Community Health Worker – many job titles

Community health workers go by many titles including:

- promotores(as) de salud
- health coach
- community health advisor
- community health coach
- lay health advocate
- family advocate
- community health care worker
- health educator
- liaison
- promoter
- outreach worker
- peer counselor
- patient navigator
- health interpreter
- public health aide
- community health representative
- community health outreach worker
- outreach specialist
- and more

Maryland CHW Core Competencies

Maryland CHW Core Competencies Document: <https://pophealth.health.maryland.gov/Community-Health-Workers/Documents/Maryland-CHW-Core-Competencies.pdf>

1. Advocacy and community capacity building skills
2. Effective oral and written communication skills
3. Cultural competency
4. Understanding of ethics and confidentiality issues
5. Knowledge of local resources and system navigation
6. Care coordination skills
7. Teaching skills to promote health behavior change
8. Outreach methods and strategies
9. Understanding of public health concepts and health literacy

Eligibility for Certification for Experienced CHWs

- ✓ Occupied as a CHW on October 1, 2018
- ✓ 18 years of age or older
- ✓ At least 2,000 hours of CHW paid or volunteer experience:
 - 5 years prior to October 1, 2018 or
 - 5 years prior to the application date
- ✓ Proficiency in the [nine Maryland CHW core competencies](#)

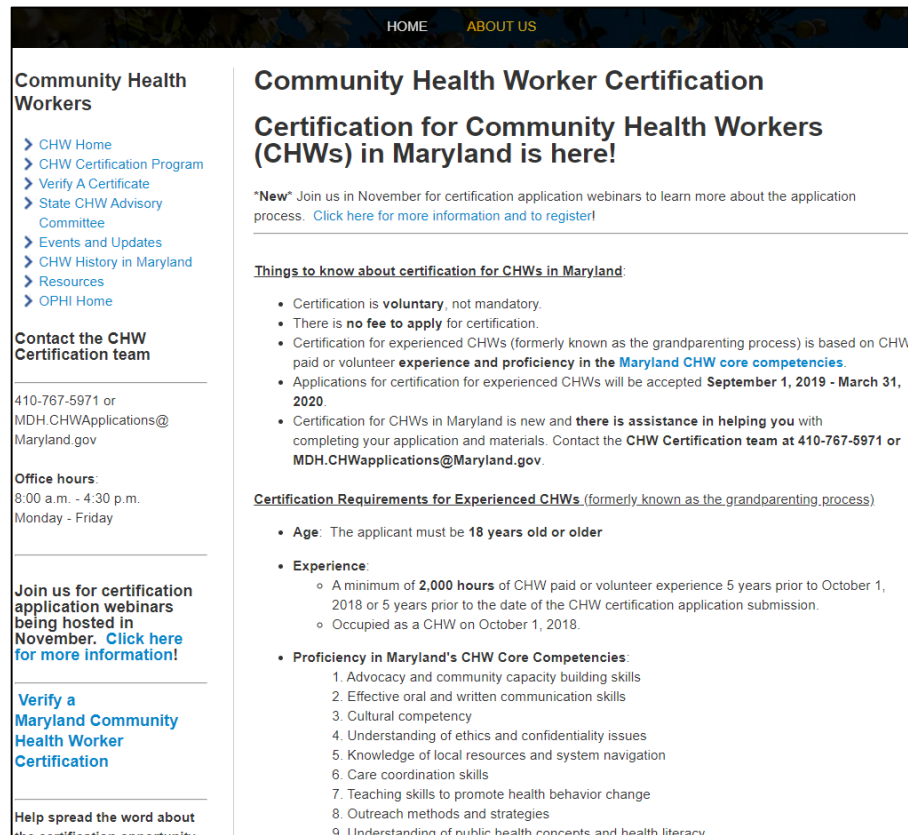
Certification Application for Experienced CHWs

Certification Website and Documents

First! Visit the CHW Certification Webpage

CHW certification webpage:

<https://pophealth.health.maryland.gov/Community-Health-Workers/Pages/Certification-Program.aspx>



The screenshot shows the 'Community Health Worker Certification' page. The left sidebar contains a 'Community Health Workers' menu with links to CHW Home, CHW Certification Program, Verify A Certificate, State CHW Advisory Committee, Events and Updates, CHW History in Maryland, Resources, and OPHI Home. Below this is 'Contact the CHW Certification team' with phone, email, and office hours. A banner for November webinars is also present. The main content area has a title 'Community Health Worker Certification' and a sub-header 'Certification for Community Health Workers (CHWs) in Maryland is here!'. It includes a 'New' announcement about November webinars, a 'Things to know about certification for CHWs in Maryland' section with bullet points on voluntariness, fees, experience requirements, and application dates, and a 'Certification Requirements for Experienced CHWs' section with detailed criteria for age, experience, and core competencies.

HOME ABOUT US

Community Health Workers

- CHW Home
- CHW Certification Program
- Verify A Certificate
- State CHW Advisory Committee
- Events and Updates
- CHW History in Maryland
- Resources
- OPHI Home

Contact the CHW Certification team

410-767-5971 or
MDH.CHWApplications@Maryland.gov

Office hours:
8:00 a.m. - 4:30 p.m.
Monday - Friday

Join us for certification application webinars being hosted in November. [Click here for more information!](#)

Verify a Maryland Community Health Worker Certification

Help spread the word about the certification opportunity

Community Health Worker Certification

Certification for Community Health Workers (CHWs) in Maryland is here!

New Join us in November for certification application webinars to learn more about the application process. [Click here for more information and to register!](#)

Things to know about certification for CHWs in Maryland:

- Certification is **voluntary**, not mandatory.
- There is **no fee to apply** for certification.
- Certification for experienced CHWs (formerly known as the grandparenting process) is based on CHW paid or volunteer **experience and proficiency in the Maryland CHW core competencies**.
- Applications for certification for experienced CHWs will be accepted **September 1, 2019 - March 31, 2020**.
- Certification for CHWs in Maryland is new and **there is assistance in helping you with** completing your application and materials. Contact the CHW Certification team at 410-767-5971 or MDH.CHWApplications@Maryland.gov.

Certification Requirements for Experienced CHWs (formerly known as the grandparenting process)

- Age:** The applicant must be **18 years old or older**
- Experience:**
 - A minimum of **2,000 hours** of CHW paid or volunteer experience 5 years prior to October 1, 2018 or 5 years prior to the date of the CHW certification application submission.
 - Occupied as a CHW on October 1, 2018.
- Proficiency in Maryland's CHW Core Competencies:**
 - Advocacy and community capacity building skills
 - Effective oral and written communication skills
 - Cultural competency
 - Understanding of ethics and confidentiality issues
 - Knowledge of local resources and system navigation
 - Care coordination skills
 - Teaching skills to promote health behavior change
 - Outreach methods and strategies
 - Understanding of public health concepts and health literacy

- Read all website content
- Download or print the materials
- Read each document before proceeding
- Prepare all required materials and forms

Important Application Documents and Resources

- ✓ [CHW Certification for Experienced CHWs Application Instructions](#)
- ✓ [Maryland Community Health Worker Core Competencies](#)
- ✓ [Letter of Validation Form](#)
- ✓ [Frequently Asked Questions](#)
- ✓ [Annotated Code of Maryland, Health-General Article, Title 13, Subtitle 37](#) - The 2018 Maryland Community Health Worker Act

Calculating Hours of Experience

Eligibility Requirement: The completion of a minimum of 2,000 hours of CHW paid or volunteer experience 5 years prior to October 1, 2018 or 5 years prior to the application date.

Example: Shawn is completing his certification application on November 1, 2019. Shawn can calculate his hours of CHW experience in two ways:

1. 5 years prior to October 1, 2018: October 1, 2013 – October 1, 2018
2. 5 years prior to his application date: November 1, 2014 - November 1, 2019

Important tip: 2,000 hours is approximately 1 year of full-time work.

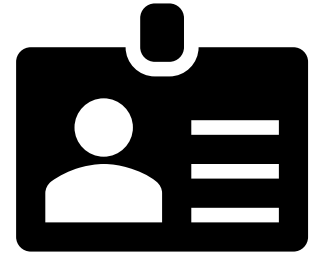
Required Documents for a Complete Application

- **Three** documents are required to be uploaded to the application:
 - **Document 1:** Form of age verification
 - **Documents 2 & 3:** Two [letter of validation forms](#) (required MDH form)

Important tip: All 3 documents must be included in your application submission for your application to be considered complete and to be reviewed.

Required Document 1: Form of Age Verification

- **Forms of age verification can include** a municipal identification card, driver's license, birth certificate, military ID, state ID, passport, employment authorization card, permanent resident card, community identification card, other. (Note: Non-U.S. government-issued documents are acceptable forms of age verification.)



Important tip: If the first and last name on the form of age verification does not exactly match the applicant's name on the application, a proof of name change or proof of name must also be submitted.

Required Documents 2 & 3: Letter of Validation Form

Important tip: The [letter of validation](#) is a [specific form](#) required by the Maryland Department of Health. No other letters, forms, or documentation will be accepted in the review of your application.

Common issues: Letter of validation submitted in multiple pieces/files, missing information, only one letter of validation form submitted.

Section 1: Applicant Information

Applicant First Name

Applicant Last Name

Section 2: Proficiency in CHW Core Competencies

Instructions for Applicant: Refer to [Maryland Community Health Worker Core Competencies](#) for more information on the core competencies. Briefly describe how, through your CHW paid or volunteer experience, you have demonstrated your knowledge and skills of each core competency. Examples may include a description of your job duties, roles, responsibilities, experiences or specific projects related to your CHW experience. You must sign and date your entries for this section.

Core Competencies

1. Advocacy and community capacity building skills

Briefly Describe

2. Effective oral and written communication skills

Briefly Describe

3. Cultural competency

Briefly Describe

Required Documents 2 & 3: Letter of Validation Form

- **TWO** letter of validation forms (required MDH form) are to be uploaded to the application.
- The letter of validation form is a pdf fillable form. **To save the form:**
 - Open the [letter of validation form](#) and save it to your computer
 - Close the original view
 - Open the saved letter of validation to enter information



Download the letter of validation form: <https://pophealth.health.maryland.gov/Community-Health-Workers/Documents/Grandparenting-Letter-of-Validation-Form.pdf>

Required Documents 2 & 3: Letter of Validation Form

The Letter of Validation Form has a cover sheet.

Download the letter of validation form:

<https://pophealth.health.maryland.gov/Community-Health-Workers/Documents/Grandparenting-Letter-of-Validation-Form.pdf>



Community Health Worker (CHW) Certification Application for Experienced CHWs (formerly known as grandparenting) Letter of Validation

Overview

The Maryland Department of Health will accept applications for Community Health Worker (CHW) certification for experienced CHWs (formerly known as the grandparenting process) from September 1, 2019 through March 31, 2020. The certification process for experienced CHWs considers an individual's previous CHW paid or volunteer experience and their demonstrated knowledge of the [Maryland CHW core competencies](#)¹.

Community health workers go by many titles, depending on where they work, who they work for and what they do. Common titles include community health representative, community health advisor, community health outreach worker, outreach specialist, patient navigator, lay health advisor, health coach, community health coach, lay health advocate, family advocate, community health care worker, health educator, liaison, promoter, outreach worker, promotores de salud, peer counselor, health interpreter, public health aide, and more.

This Letter of Validation is one component of a CHW Certification Application. Two Letters of Validation are required for a complete application. The Letter of Validation has 6 sections.

- Sections 1, 2, 3 are to be completed and signed by the CHW applicant.
- Sections 4, 5, 6 are to be completed and signed by the CHW applicant's current or former employer, supervisor, or agency representative. A signature in Section 6 indicates validation of the information in all sections of the Letter of Validation.

Before you begin:

- Review the [Maryland Community Health Worker Core Competencies](#)¹ document for more information about CHWs and the nine Maryland CHW core competencies.
- Read more about the [Maryland CHW Certification process](#)².

Direct questions to the Maryland Community Health Worker Certification team by email, MDH.CHWApplications@Maryland.gov, or by phone, 410-767-5971.



Required Documents 2 & 3: Letter of Validation Form

Sections 1, 2, and 3 are to be completed by the applicant

- Section 1: Name
- Section 2: Applicant describes proficiency in each core competencies based on their work experience

Important tip: Reference the [Maryland Community Health Worker Core Competencies](#) document for guidance.

- Section 3: Applicant lists position title, **dates of experience and total hours of experience.**

Required Documents 2 & 3: Letter of Validation Form

Section 1: Applicant Information

Applicant First Name

Applicant Last Name

Required Documents 2 & 3: Letter of Validation Form

Section 2: Proficiency in CHW Core Competencies

Core Competencies

1. Advocacy and community capacity building skills

Briefly Describe

2. Effective oral and written communication skills

Briefly Describe

3. Cultural competency

Briefly Describe

4. Understanding of ethics and confidentiality issues

Briefly Describe

5. Knowledge of local resources and system navigation

Briefly Describe

6. Care coordination skills

Briefly Describe

7. Teaching skills to promote health behavior change

Briefly Describe

8. Outreach methods and strategies

Briefly Describe

9. Understanding of public health concepts and health literacy

Briefly Describe

Required Documents 2 & 3: Letter of Validation Form

Section 3: Community Health Worker Paid or Volunteer Experience

Position Type Paid Employee ☐ Volunteer ☐

Job Title

Dates of Experience: CHW experience must have taken place either 5 years before October 1, 2018 (between October 1, 2013 and October 1, 2018) OR 5 years prior to the date of the application submission.

Start Date End Date
If current position leave end date blank.

Total Hours of Experience for Listed Dates

☐ Check this box if you have more than one CHW paid or volunteer experience with this organization. Attach a separate document to note the position type, job title, dates of experience, and total hours of experience for the listed dates.

Applicant Signature (type or sign)

Applicant Printed First and Last Name

Date

Applicant: Be sure to include your dates of experience and total hours of experience for the listed dates!

Required Documents 2 & 3: Letter of Validation Form

When Sections 1, 2, and 3 are complete:

- the applicant saves the letter of validation to their computer
- the applicant emails the letter of validation form to their current or former CHW employer, supervisor or agency representative (the validator).

Important Tip: It is important that the validator have Sections 1, 2, and 3 before completing their portion of the letter of validation!

Required Documents 2 & 3: Letter of Validation Form

Sections 4, 5, and 6 are to be completed by a current or former CHW employer, supervisor, or agency representative (the validator)

The validator will:

- Provide their contact information
- Validate the applicant's proficiency in core competencies
- Validate the applicant's hours of experience for the listed dates
- Recommend the applicant for certification

Important Tip: It is important that the validator have Sections 1, 2, and 3 before completing their portion of the letter of validation!

Required Documents 2 & 3: Letter of Validation Form

Section 4: Current or Former Employer, Supervisor, or Agency Representative

Contact Information

Contact information for current or former employer, supervisor, or agency representative.

First Name Last Name

Title

Name of Organization

Organization Address

Email Phone

Select the best option:

- ☐ I am a current or former employer
- ☐ I am a current or former supervisor
- ☐ I am a current or former agency representative

Required Documents 2 & 3: Letter of Validation Form

Section 5: Validation of Proficiency in Core Competencies

Core Competency	Validate	Unable to Validate	Not Applicable
1. Advocacy and community capacity building skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Effective oral and written communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Cultural competency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Understanding of ethics and confidentiality issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Knowledge of local resources and system navigation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Care coordination skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Teaching skills to promote health behavior change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Outreach methods and strategies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Understanding of public health concepts and health literacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Required Documents 2 & 3: Letter of Validation Form

Section 6: Recommendation, Validation, and Signature

Your signature below validates the information entered in all sections of this

document. I recommend

[Enter Name of Applicant]

for CHW certification:

☐

Yes

☐

No

I attest that I have given true, accurate, and complete information on this form to the best of my knowledge and understand that any false information or omissions may affect this applicant's eligibility for CHW certification.

Signature (type or sign)

Printed Name

Date

Required Documents 2 & 3: Letter of Validation Form

After Sections 4, 5, and 6 are completed:

- The validator emails the complete letter of validation form back to the applicant
- The applicant is now ready to upload the complete form, with all 6 sections, to their application
- Two letter of validation forms are required for a complete application

Ready to Apply?

Click **APPLY HERE FOR CHW CERTIFICATION!** at the bottom of the MDH CHW webpage



The **online application portal** is now open! The online application functions best when using Chrome, Firefox, or Safari browsers.

APPLY HERE FOR CHW CERTIFICATION!

* **NOTE:** Please be sure that the name, birth date, and dates of employment are the same on all documents as well as your application.

Once your complete application has been submitted, please allow up to 90 days for processing.

Contact the CHW Certification Team at MDH.CHWApplications@Maryland.gov or 410-767-5971.

CHW certification webpage: <https://pophealth.health.maryland.gov/Community-Health-Workers/Pages/Certification-Program.aspx>

Certification Application for Experienced CHWs

Certification Application

Register in Maryland OneStop – Application Portal



The screenshot shows the Maryland OneStop website. At the top left is the Maryland OneStop logo. At the top right, there is a 'Licenses and Permits' button and 'Login' and 'Register' buttons. A red arrow points to the 'Register' button. Below the navigation bar is a large red banner with the text 'Community Health Worker (CHW) Certification for Experienced CHWs Application Details'. Below the banner is a white card with the following content:

Community Health Worker (CHW) Certification last revised 11/15/19 at 2:21 pm
for Experienced CHWs Application

Community Health Worker (CHW) Certification for Experienced CHWs Application (formerly known as grandparenting)

Maryland Department of Health-issued certification for experienced Community Health Workers (CHW) who have met the requirements to be certified. Certification for CHWs is valid for 2 years from the date of issuance.

Please visit the main CHW certification webpage and review all related information and materials prior to beginning your application,
<https://pophealth.health.maryland.gov/Community-Health-Workers/Pages/Certification-Program.aspx>.

[show less](#)

			
Open from Sep 01, 2019 to Mar 31, 2020	1 day - 90 days	30 - 60 min	\$0.00
Submission Window	Approval Time	Completion Time	Application Fee

Certification Application for Experienced CHWs

Login to Maryland OneStop – Application Portal

Community Health Worker (CHW) Certification last revised 11/15/19 at 2:21 pm for Experienced CHWs Application

Community Health Worker (CHW) Certification for Experienced CHWs Application (formerly known as grandparenting)

Maryland Department of Health-issued certification for experienced Community Health Workers (CHW) who have met the requirements to be certified. Certification for CHWs is valid for 2 years from the date of issuance.

Please visit the main CHW certification webpage and review all related information and materials prior to beginning your application, <https://pophealth.health.maryland.gov/Community-Health-Workers/Pages/Certification-Program.aspx>.

[show less](#)



**Open from Sep 01,
2019 to Mar 31, 2020**
Submission Window



1 day - 90 days
Approval Time



30 - 60 min
Completion Time



\$0.00
Application Fee

The screenshot shows the Maryland OneStop application portal. At the top, there are four icons with text: 'Open from Sep 01, 2019 to Mar 31, 2020 Submission Window', '1 day - 90 days Approval Time', '30 - 60 min Completion Time', and '\$0.00 Application Fee'. Below these is a section titled 'Apply or Register' with a 'Ready to apply?' link. A 'Login' modal is open, showing a red header 'Login' and a red message 'You must login to complete this form'. The modal contains fields for 'Email *' and 'Password *', a 'Forgot Your Password?' link, and a 'Log in' button. Below the modal, there are instructions for applying, including a link to the certification website and a note about browser requirements.

Apply or Register

Ready to apply?



Apply Online
Complete the form

Apply Now



Complete Application Information



[Licenses and Permits](#)

[My Dashboard](#)

KH Kim ▾

Community Health Worker (CHW) Certification for Experienced CHWs Application

Applicant Information

Experience & Letters

Optional Information

Attestation

All Pages

Applicant Information

First Name *

Last Name *

Date of Birth * ?


Phone * ?

Email *

Confirm Email *

Are you 18 years old or older? *

Upload a Form of Age Verification * ?



Drop files here to upload
File size limit is 32 MB

Choose file

Mailing Address * ?

Double Check, Attestation, Sign, and Submit Application

- Read through and double check all entered information for accuracy
- Ensure all required documents are uploaded
- Read the attestation and sign the application
- Click the green “Submit” button



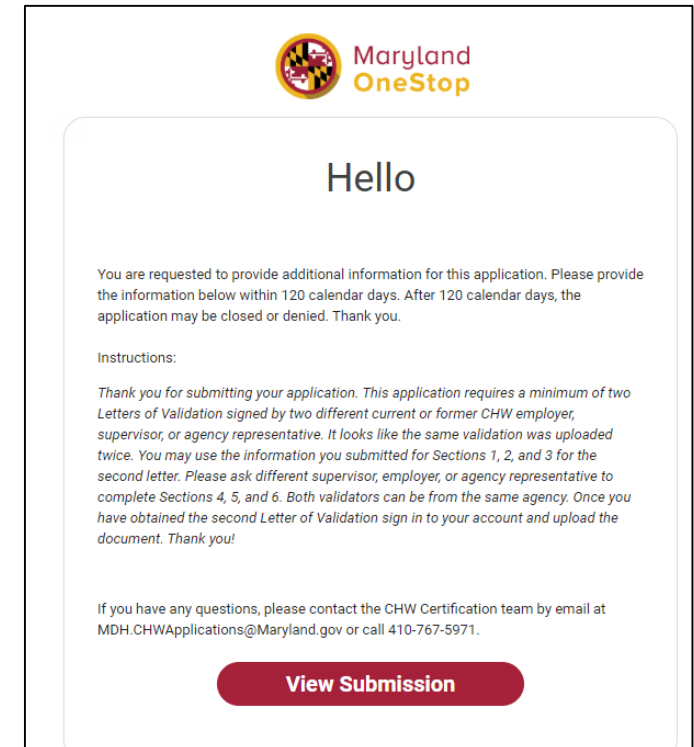
Important tip: You can save your application, in progress, and come back to it at any time.

Application Review

- Look for an **“Additional Information is Needed”** email. If the application review team determines additional information is necessary, a notice will be sent to the email address provided.
- Applicant will gather information, return to application, upload the additional information, and resubmit the application.

Important tip: If you have questions about the request, please contact us at MDH.CHWApplications@Maryland.gov or 410-767-5971.

Common requests for information: Name verification, incomplete letter of validation forms (hours missing, Sections 1-6 not connected, missing letter of validation forms)



Approved Application

Congratulations! You are a Certified Community Health Worker!

- Applicant receives an email from MDH.CHWApplications@Maryland.gov after an application has been reviewed and approved
- The certificate will be attached to the email
 - The certificate includes the certification number, date of issuance, and date of expiration
- Go to the Maryland Department of Health [CHW Homepage](#) and click on [Verify a Certificate](#) to see the current list of issued certificates.

After a Certificate is Issued

- Certificates are **effective for 2 years** from the date issued
- Certificates authorize the individual to **represent themselves to the public as a certified community health worker (CCHW)** for the dates listed on the certificate
- Three months before renewal date, the CCHW will receive a renewal notice
- Renewal requirements
 - Renewal application
 - Completion of 20 hours of a broad range of professional development activities
- Be sure to **notify the Department if any of your contact information changes**

We are here to help!

Maryland CHW Certification Team

E-mail us: MDH.CHWApplications@Maryland.gov

Call us: 410-767-5971

Questions & Follow-Up

- Submit through chat function
- Phone lines open
- Email us at MDH.CHWApplications@Maryland.gov
- Call us at 410-767-5971